

**DEPARTMENT OF JUSTICE
CIVIL LAW DIVISION
HEALTH QUALITY ENFORCEMENT SECTION**

JOB TITLE: Analyst II

GENERAL STATEMENT:

The Health Quality Enforcement Section (HQE) represents eleven Department of Consumer Affairs clients in administrative proceedings, to protect the integrity of California healthcare professions in state and federal courts. Under the direction of the Senior Assistant Attorney General (SAAG) of HQE, the Analyst II is responsible for independently performing complex technical, administrative, and analytical work to support the functions and mission of HQE. Duties include but are not limited to ensuring accounting compliance with the Business and Professions codes; providing accurate and detailed case management reports to stakeholders; and liaising with client agencies on budget and case issues. The Analyst II develops budget proposals and manages the statistical workload of the section to ensure compliance with reporting requirements, including but not limited to timekeeping, billing, and contracts. The Analyst II works collaboratively and professionally with internal staff and external stakeholders, such as members of the Section, client staff, the public and other departments. The incumbent responsibly and independently manages their work under tight deadlines.

SUPERVISION/OVERSIGHT RECEIVED:

Analyst IIs work under the direction of the SAAG and Chief Assistant Attorney General (CAAG). Deputy Attorneys General Supervisor (SDAG), and Deputy Attorneys General.

OVERSIGHT EXERCISED: Analyst IIs may act as a team lead and/or coordinate and manage projects with other analysts.

TYPICAL PHYSICAL DEMANDS:

- May be required to sit up to six to eight hours on a daily basis, often while using a computer to do research, draft documents, and perform other duties.
- Be able to travel out-of-town for work-related purposes (including overnight travel), sometimes for extended periods of time and sometimes to remote areas.
- Be able to lift/move up to 25 pounds of books, legal files, exhibits, and/or equipment.

TYPICAL WORKING CONDITIONS:

- While working in the office, works in a cubicle or an enclosed office in a smoke-free environment.
- While teleworking, works in compliance with the office's Telework Program Policy and Procedural Guide, the Exceptional Telework Request Procedures, the Legal Division Teleworking Expectations memorandum, and their section policies.

DUTIES (Essential Functions)

- 40% Evaluates the Section's workload by performing statistical analyses of various work components, including volume of referrals received by city, categorized by client agency, immediacy of the work, and seriousness of the cases. Evaluates business process components and creates reliable systems for the assignment of work to reduce case processing time for each type of work component and for each client agency. Develops and provides recommendations to the SAAG for workflow implementation, management and organizational systems. Analyzes and reviews ProLaw matters to ensure legal staff are accurately and timely entering case information, milestones, billing task codes, narratives, and case resolutions. Corresponds with legal staff as needed, including in updating ProLaw, law libraries, and templates. Ensures accuracy in case aging through review of opening and closing entries in ProLaw and developing COGNOS reports. Analyzes, audits, and prepares reports, such as case aging, needs action, and billing reports. Remains up to date in all business processes and works closely with the Case Management Section. Remains knowledgeable in using a variety of software which may include HotDocs, IBM COGNOS, Westlaw, Excel, Adobe PDF, ProLaw, WebEx, Zoom, Microsoft Teams, Go To Meeting, and other programs in above tasks.
- 30% Prepares memoranda and correspondences, including urgent, confidential, high-profile, and/or sensitive packages that may be reviewed by the Attorney General (AG). Assists in administrative tasks and resource procurement issues. Interprets and analyzes ProLaw data to create reports concerning position allocation by city, number of billable hours per case type and per staff member. Measures aging and status of client cases to ensure statistical accuracy and alerts assigned staff on changes needed to properly capture data. Produces monthly reports using ProLaw and COGNOS. Monitors the Section's high-profile cases, public inquiry unit correspondence, and public records act responses. Assists the SAAG in evaluating fiscal and organizational resources. Assists the SAAG and SDAGs in administrative tasks related to hiring, onboarding, and offboarding staff, including tracking of job opportunity bulletins and employee performance evaluations. Maintains and distributes up-to-date staff rosters.
- 20% Analyzes, reviews and manages budget (fiscal) and legislative proposals (policy). Communicates directly with attorneys and clients as needed to monitor activities that impact the section's workflow. Monitors clients' monthly AG spending and informs the SAAG if a client is at risk of exceeding their budget. Monitors client's requests for AG services and generates data for internal fiscal tracking. Tracks positions and vacancies within the section. Maintains on-going historical records and performs statistical analysis to estimate anticipated vacancy rates. Catalogs and tracks the section's resources. Performs special short-term and long-term assignments delegated by the SAAG and/or the Chief of the Division of Civil Law.
- 10% Performs various administrative tasks including: promptly, accurately, and completely entering time in ProLaw; timely recording leave requests and usage in Workday; timely

requesting approval to take leave; timely calendaring leave; completing mandatory training; taking advantage of training opportunities; providing mentoring and training to less-experienced analysts; participating in the hiring of Analyst I and Analyst IIs; as requested; attending section meetings; and effectively using video-conferencing and other work-related technology.

KNOWLEDGE AND SKILLS REQUIRED TO PERFORM THE DUTIES OF THE POSITION

- Knowledge of the areas of the law handled by the section and the Department of Justice policies, procedures, and guidelines.
- Knowledge of: (a) the principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, management, and personnel analysis, and (b) governmental functions and organization.
- Knowledge of basic legal practices and procedures, and the obligation to protect confidential or privileged information from disclosure (e.g., the attorney-client privilege).
- Knowledge of and familiarity with the use of ProLaw and other applications and software to manage cases and documents.
- Ability to: (a) reason logically and creatively, (b) use analytical, reporting, and management tools to resolve complex governmental and managerial problems, (c) develop and evaluate alternatives, and recommend an effective course of action, and (d) analyze data and present ideas and information effectively both verbally and in writing.
- Ability to effectively provide leadership and coordinate the work of others and effectively organize and manage programs and projects.
- Ability to write effectively and efficiently produce work product (e.g., memoranda, reports, proposals), sometimes under tight deadlines.
- Ability to effectively use ProLaw and other applications and software to track, analyze, and report on various matters, including fiscal, policy, budget, management, personnel, workload, contract, and case matters.
- Ability to efficiently conduct research, including public records and internet research.
- Ability to communicate clearly and effectively both verbally and in writing.
- Ability to efficiently manage a challenging workload by, among other things, prioritizing tasks and handling several tasks and deadlines simultaneously.
- Ability to exercise good judgment and work collaboratively, professionally, and ethically with co-workers, other colleagues, supervisors, managers, administrative staff, clients, opposing counsel, court staff, public officials, and representatives of public agencies.
- Ability to effectively use video-conferencing and other work-related technology.
- Ability to effectively use ProLaw to ensure prompt and accurate billing to clients, and to effectively use Workday.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature & Date

Supervisor's Signature & Date

Typed or Printed Name

Typed or Printed Name